



Retiree Bulletin

Fort Jackson, South Carolina

Volume II • 2003

From the President . . .

Dear Fellow Retirees,

This is the second Retiree Bulletin to be published in 2003. It will bring you up-to-date on the latest medical news, legal information, and items from the Directorate of Human Resources, as well as articles on Morale, Welfare and Recreation. This is all intended to enhance your awareness and utilization of the facilities available to retirees at Fort Jackson.

Last April, you had the opportunity to enjoy a “hands-on” experience with retiree services through your participation in Retiree Appreciation Day. Attendance was excellent. The ceremony at Darby Field was superb. There was an in-depth presentation about MWR at the Post Theater followed by a multitude of displays and booths at the Community Activities Center. A free lunch was served and all questions answered. Feedback to the day’s activities was very positive. Please mark your calendars now to attend our next Retiree Appreciation Day on Saturday, 24 April 2004.

It has been an unusually busy year for Fort Jackson and the United States Army. The war in Iraq was conducted with exemplary success. Our military forces made us all proud. Fort Jackson’s Commander, MG David Barno, returned from his successful mission to Hungary, training Iraqi exiles. Acting Commander BG(P) Randal Tieszen re-

turned to his duties at Fort Rucker. A new Chief of Staff is on board, COL Chip Martin. Finally, a new Deputy Commander for Fort Jackson has been named, COL Steve Fondacaro.

We have also welcomed Karen L. Watson as the new Retiree Services Officer at Fort Jackson. This is a most important role – one that each retiree should be interested in. If you have questions or needs on retiree matters, please contact Ms. Watson at (803) 751-6715. Also, don’t hesitate to use the new Well-Being Customer Evaluation process as a retiree tool.

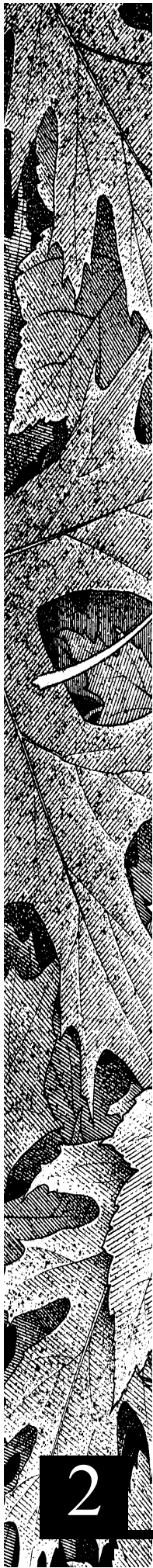
As we have reported in the past, each military installation has a retiree council. Members of our council are listed on the back page of this bulletin, representing all services, both officer and enlisted. You are invited to contact any of these individuals with your questions or suggestions. Remember that our “mission” is to serve as the eyes and ears of the Commanding General on how well Fort Jackson delivers services to the retiree community.

The Army Chief of Staff (CSA) also has a retiree council that meets once each year. Its latest meeting was in April when it addressed 64 issues submitted by 15 installation retiree councils. Two primary areas continue to dominate retiree concerns at the Army-wide level: (1) “Health Care and (2) Communication with and education of retirees...in providing accurate and up-to-date information by a variety of media”. Progress is being reported on all fronts.

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As you are aware, all of the gate security enhancements at Fort Jackson have been completed since we last reported to you. Accessibility is no longer impacted by construction. You are encouraged to increase your use of the PX, commissary, golf course, health services and all other areas of retiree interest.

Please remember that our council considers it a distinct privilege to serve you and we welcome your input at any time.

Sincerely,



Jack S. Hupp, COL, USA (Retired)
Chairman
Fort Jackson Retiree Council

Legal Information

Do You Have a Living Will or Health Power of Attorney?

Do your family members and loved ones know what your wishes are in the event that you are unable to make health care decisions on your own? Without an advance directive, a hospital is legally bound to do everything to keep you alive as long as possible, until you or a family member decides otherwise. You have a right to control the decisions about your medical care. Living Wills and Health Care Powers of Attorney are advance directives that allow you to make your wishes known and designate the type of medical care that you want.

A Living Will, also known as a Declaration of a Desire for a Natural Death, is a declaration that only applies when your attending physician and another physician have determined you are either (1) terminally ill and close to death or (2) in a persistent vegetative state. In either case, you are declaring your desire that your life should not be artificially prolonged by use of medical in-

tervention, such as a respirator. You also have to elect whether or not you wish to receive artificial nutrition and hydration in either case. If you believe you may still want your life prolonged, you should not execute a Living Will.

A Living Will is enforceable as your last wish unless you give another person, referred to as your agent, power to revoke your Living Will. You can also appoint an agent to enforce your Living Will. Naming an agent to enforce your Living Will allows you to make sure that your wishes will be carried out, even if the hospital or physician for some reason wants to keep you on life support.

Unlike the Living Will, which only applies in the two situations described above, a Health Care Power of Attorney applies at any time you are deemed to be incompetent to make your own health care decisions. A Health Care Power of Attorney is the best assurance that your medical care will be handled in the way you want if you become unable to make these decisions yourself. In a Health Care Power of Attorney, you name the person you want to make medical decisions for you at any time you are unable to make your own decisions. This person is called your agent. A Health Care Power of Attorney might apply if you are in an automobile accident and because of your injuries are unable to consent to treatment at the local hospital. Your agent under your Health Care Power of Attorney has the authority to make all the same medical decisions you make -- choosing a physician, admitting you to a hospital, changing your medications -- so you need to carefully consider who you name to serve as your agent. You may name up to two alternate agents to serve in case your primary agent is unwilling or unable to serve as your health care agent.

It is important to keep your health care documents, either the Living Will or the Health Care Power of Attorney or both, in a place where your agent has access to it 24 hours a day. It is not wise to keep the original in a safe deposit box because it may not be found until after your death. You can give a copy to your agent, your doctor, your hospital, and other family members. Tell them where to find the original document in case it is needed in an emergency.

Living Wills and Health Care Power of Attorneys are available on a walk-in basis on Tuesday and Thursday afternoons between the hours of 1:30 and 4:00 pm at the Fort Jackson Legal Assistance Office. For more information, you may contact Legal Assistance at (803) 751-4287.



Medical News

TRICARE Awards Dual Eligible Claims Contact

Dr. William Winkenwerder Jr., Assistant Secretary of Defense For Health Affairs, announced today the TRICARE Dual Eligible Fiscal Intermediary Contract (TDEFIC) award. The contract is a single, separate vehicle for claims processing, customer service and administrative services for individuals who are eligible for both TRICARE and Medicare. The contract was awarded to Wisconsin Physicians Service Insurance Corporation (WPS), of Madison, WI. It covers a five-year period and is valued at approximately \$487 million. The TRICARE Dual Eligible Fiscal Intermediary Contract (TDEFIC) will replace the current practice of the managed care support contractors providing these services. The TDEFIC claims processing, customer service and administrative services will begin on April 1, 2004. "The DoD is committed to providing the best health care possible for our beneficiaries," said Dr. Winkenwerder. "From lessons we have learned during previous contracts, we chose to simplify contract administration, increase accountability and improve customer service by centering these responsibilities in one contract. We are confident this will enhance the services we provide to beneficiaries while ensuring fiscal responsibility." TDEFIC will affect the approximately 1.7 million beneficiaries who are eligible for both TRICARE and Medicare. Beneficiaries should not be affected by this change unless they need to submit a paper claim. WPS will notify beneficiaries of the change in mailing address for paper claims submission. WPS will provide this information when services begin for the contract. Additional information about the next generation of contracts is available on the TRICARE Web site at www.tricare.osd.mil/pmo/t-nex/.

Share Your Opinion We Care!

Please help us improve your experience at Moncrief by sharing your opinion about the care we provide!

Moncrief Army Community Hospital utilizes three different types of surveys to help improve the experience we provide. First is the Interactive Customer Evaluation (ICE) system.

ICE is an internet-based customer comment card system that allows DoD community members to rate DoD products and services. All Moncrief clinics can be rated and there are ICE boxes (computer kiosks) at the ground floor main entrance, outpatient pharmacy, and in the Family Health Clinic for those who wish to submit comments online. For those who prefer pen and paper, Moncrief also has a paper ICE comment card that will be inputted into the ICE system.

Second is the new Provider-Level Patient Satisfaction Survey. The survey's purpose is to provide quicker and actionable feedback about the individual provider. The two types of this new survey are a two-page long-form mail survey to capture patient satisfaction with additional questions on access and system services, and a short-form survey using a toll-free telephone number call-in Interactive Voice Response (IVR) survey methodology to capture overall satisfaction and its key drivers. Third is the DoD Health Affairs Patient Satisfaction survey. It is a more in-depth mail in survey, which covers the entire patient visit. It is received by a randomly selected sample of Moncrief beneficiaries who have had an outpatient visit at Moncrief. With any of these surveys, you can also submit written comments so we can recognize those who provide excellent service and work with those who do not.

Please help us improve your experience at Moncrief by sharing your opinion about the care we provide. If you are dissatisfied during a visit please discuss it with the clinic NCOIC, Head Nurse, or OIC. If they cannot help you the patient representative's office is located behind the information desk on the ground floor. Her phone number is (803) 751-2123.

Monthly Gastric Bypass Support Group

A Gastric Bypass Support Group meets on the 2nd Tuesday each month at 6 p.m. in the 8 East Waiting Room at Moncrief. For information, contact Ms. Ross at (803) 751-0481 or Ms. Hayden at (803) 751-0392.

Pharmacy News

Toll-Free Refills: (866) 489-0950

Refills Local: (803) 751-2250

Main Outpatient Pharmacy: 7:30 am-5:30 pm M-F

Refill Pharmacy: 9:00 am-6:00 pm M-F

Main Outpatient: (803) 751-2385

Refill [Voice]: (803) 751-4609

Refill [Automated]: (803) 751-2250

New!!!!

Pharmacy Authorization Forms

Before your spouse, family member or close friend involved in your healthcare can pick-up your prescriptions, we require your signed authorization. You can pick-up an authorization form in the pharmacy or in Medical Correspondence, Room 903. Questions? Please contact Kathleen Bryant, RHIT HIPAA Privacy Officer, at (803) 751-4510.



Update on Moncrief's Renovations

The Moncrief Army Community Hospital's (MACH) renovation of the Family Health Clinic (FHC) and Urgent Care Center (UCC) is well underway. Since the FHC will be located on the 10th floor, patients will need to arrive a few minutes early to ensure the elevators do not delay them from their appointment times.

Once the FHC relocates to the 10th floor, the UCC will relocate down the hall to the current FHC area on 22 - 26 September 2003. There will be no disruption of UCC services during this move. The UCC Ambulance Entrance will be appropriately marked at the northwest side of MACH close to the Radiology Corridor. This door is currently an exit door.

The current plan to bring this renovation project to completion is February 2005.

The MACH renovation will ultimately improve the access to quality care to our community through additional exam rooms, more efficient patient flow, and infrastructure improvements. Ultimately, the minimal inconveniences we all experience with this renovation will be well worth our time as our provider exam rooms increase, the building is brought up to code, and the environment of care is improved both aesthetically and more effective use of our physical space. Our mission to "To fully support Fort Jackson, to maximize access to safe, quality healthcare, and to maintain contingency preparedness" will never be compromised during this investment in our future.

Explanation of Benefits

Every time a military beneficiary receives care in the civilian community and a claim is filed to TRICARE an Explanation of Benefits from TRICARE is mailed to the beneficiary. An Explanation of Benefits is a statement the TRICARE contractor sends you and the provider who participates in TRICARE that shows who provided the

care, the kind of covered service or supplies received, the allowable charge and amount billed, the amount TRICARE paid, how much of your deductible has been paid (TRICARE Standard and Extra), and any cost share you may have. Sometimes this is called the TRICARE Explanation of Benefits (TEOB). Most provider offices refer to it as an "EOB".

If you receive a TEOB take a few moments to read it. Pay close attention to the Claim Summary that lists the amount TRICARE Approved, amount Paid to Provider and the amount of Cost Share, if any, you are responsible for. The cost share listed on the EOB should match the bill from your provider. If you notice that no benefits were paid check the Sponsor's Social Security Number that appears in the upper right corner of the EOB. Sometimes the number listed is inaccurate and this will cause your claim to be denied. If it is not accurate contact the provider's billing office so they can correct the error and resubmit the claim.

If you do not understand a TEOB, if there is an error or greater cost share than you anticipated you have several options in obtaining assistance. 1) Call 1-800-403-3950 2) Visit the Fort Jackson TRICARE Service Center, located on the Ground Floor of Moncrief Army Community Hospital. 3) Visit or call the Moncrief Health Benefits Office, located on the Ground Floor of Moncrief or phone (803) 751-2778 or (803) 751-2425.

If you disagree with a decision that comes back on the TEOB you can appeal by writing to the appeals address included on your TEOB. Your letter must be postmarked or received by the TRICARE contractor within 90 days of the date on the EOB. Be sure to include a copy of the TEOB, as well as any other information or papers to support your position. Even if you don't have some of the supporting papers, send your letter in anyway to meet the deadline requirements and state that you intend to submit additional information. The TRICARE contractor will review the case and will issue a reconsideration decision.

Keep your TEOBs until you receive a billing statement from your provider that matches your cost share amount on the EOB. If you receive bills from your provider for more than your expected cost share, contact TRICARE or a Health Benefits Advisor for assistance. Do not ignore the bill. If your provider has referred your account to a collection agency contact the Moncrief Debt Collection Assistance Officer located on the Ground Floor of Moncrief or call (803) 751-2778 or (803) 751-2425.



Join the Fort Jackson Officers' Club Today!



Now through 30 September 2003, join the Fort Jackson Officers' Club and receive this attractive, functional duffel bag with embroidered Officers' Club logo.

*Enjoy all the benefits of membership AND get the free duffel bag too...
Quantities are limited so join today!*

Membership Benefits Include:

- Free access to Legion Pool (adjacent to the Officers' Club) for members and their family members.
- The best Sunday Brunch in town, with live piano entertainment and a dazzling array of special dishes plus a complimentary glass of champagne.
- A pricing policy that favors members with an average 25% pricing discount on anything from a delicious Cheeseburger Basket all the way to a family wedding reception.
- Additional monthly discounts beyond the pricing policy.
- Professional catering services with the guaranteed lowest prices in town.
- Free complimentary Birthday Dinner for members during their birthday month.
- A guest policy that allows members to bring friends, neighbors or business associates to the Club for dining and entertaining. Members may also sponsor any individuals (who are not eligible for membership) for a catered function.
- Hickory's Dining Room featuring Mongolian BBQ, Southern Style Buffet, Seafood Buffets, Oyster & Shrimp Nights, and other specialty events during the week.
- Lunch at a bargain! Unbeatable lunch prices with a made-to-order sandwich menu that includes 5-oz hamburgers, grilled Reubens, and fresh-made soups.
- A chance to WIN at Bingo on Tuesday "Game Nights".
- Your monthly newsletter with club calendar mailed directly to your home.

Call (803)782-8761 for information. Membership in the Fort Jackson Officers' Club is open to active duty and retired officers (all services), National Guard and Reserves (all services), Federal Employees, and Department of Defense Civilians GS-07 and above and equivalents.



Golf Membership Now Open to Veterans



Veterans of all branches of the Armed Forces are now able to join the Fort Jackson Golf Course. Army regulations had prohibited veterans from joining in the past. An exception to this regulation was recently granted to Fort Jackson and the Golf Club is opening 250 memberships to honorably discharged veterans. Allowing veterans to join the Fort Jackson Golf Club is a way for the Fort Jackson community to show how grateful they are to those who served.

Bringing in more members will allow the Golf Club to keep membership fees and course conditions at a more constant level, purchase needed course maintenance equipment, and complete other course improvements.

Veterans interested in joining the Golf Club will need to present proper identification that they were honorably discharged. The cost of membership for veterans will be at the same rate as Federal employees, \$62 a month. There is also a \$10 application fee. The 250 openings are available on a first come basis beginning 25 August 2003. Once the 250 openings have been filled, a waiting list will be established. When a veteran membership slot opens, a name will be selected by random drawing from all of the names on the waiting list. For more information call 787-4344.



Directorate of Human Resources

Don't Be Fooled

A Message from Fort Jackson Federal Credit Union

We were recently notified that a company had set up a web site using the name of Fort Jackson Federal Credit Union. The only web site run by and authorized by Fort Jackson Federal Credit Union is located on the web at www.fjfcu.org.

Don't be fooled by sites that have a web address similar to ours. If you have mistakenly gone to another site with our name on it and entered in any personal information, a complaint may be filed on the FBI's investigation site at www.ifccfbi.gov.

Fort Jackson Federal Credit Union is committed to protecting the privacy of our members. We will never call you asking for personal information such as account numbers or social security numbers. If someone claiming to be from Fort Jackson Federal Credit Union calls you and asks for your account or other personal information, hang up and contact the Risk Management department immediately at (803) 782-9830 ext. 3049 or 3028. Together we can stop crime before it starts.

Timeliness of Service

We apologize for the length of time it takes to be serviced in the ID Card Section. We are aware that waiting times can be excessive and we ask our customers to be patient. It takes approximately 10 – 25 minutes to service a customer. This time does not include the time a customer spends in the waiting area. The main factor affecting the timeliness of service is the Department of Defense (DoD) currently utilizes one system to service the entire DoD.

Retiree Appreciation Day 2003 Success

Retiree Appreciation Day 2003 was a success. It is our hope that most of you were able to attend this event. Retiree Ap-

preciation Day 2004 will be held 24 April 2004 so mark your calendars now for this upcoming event. Ms. Karen Mays has departed for Alabama and our new Retirement Services Officer is Ms. Karen Watson and she can be contacted at the same numbers listed below.

The Retirement Services Office is located in the Strom Thurmond Building, Bldg 5450, Room 2030, located on Strom Thurmond Blvd. The hours of operation are from 7:30 am – 4:00 pm, Monday - Friday (closed on all Federal and some post training holidays). The phone number is (803) 751-6715/5523.

You can now request documents from the National Personnel Records Center online. The new web-based application will provide better service by eliminating mailroom processing time. You may access this application at: <http://vetrecs.archives.gov>

The ID Card Section is located in the same facility above and in Room 1031. The hours of operation are also the same as listed above. The phone numbers are (803) 751-6020/5033/4219/6022/7731.

For retirees/family members in the state who may not want to drive to Fort Jackson, below are some identification card sites that assist retirees and family members in obtaining valid cards closer to their residences. Additional facilities can be found at www.dmdc.osd.mil/rsl/

Charlotte, North Carolina

North Carolina Air National Guard

(704) 391-4153 / 2nd & 3rd Tue Monthly / 8 - 11:30 am

Naval & Marine Corp Reserve

(704) 598-0447 / Thu by appointment / 9 - 11 am & 1 - 3 pm

HQ 108 Army Reserve

(704) 342-5108 / Mon-Fri by appointment only / 11 am - 4 pm

Greenville, South Carolina

Army Reserve Center

(864) 277-7190 / Mon & Wed walk in only / 9 - 11 am & 1 - 3 pm

Naval & Marine Corp

(864) 277-9775 / Tue, Thu, & Fri / 9-11 am

Asheville, North Carolina

Naval Reserve Center

(828) 271-4297 / walk in Wed only / 9 am - 1 pm

Information from AAFES

The Car Care Center has relocated from Building 4522, Marion Avenue to the Lee Road Shoppette, Building 5650, Lee Road. The telephone number is (803) 782-1639.

Toyland is now open!

The Still Serving Event for military retirees will be held 19-21 September 2003. Tabloids will be mailed to arrive in homes 1-15 September.



Morale, Welfare & Recreation Activities

MWR Highlights

Fort Jackson Golf Club

The golf club is the place to be as the weather gets cooler and the days shorter. Make full use of your time and enjoy beautiful scenery, great exercise, and stimulating camaraderie on the golf course. Call for details on memberships, lessons, family and youth programs and much more at (803) 787-4344.

Officers' Club

For a limited time, join the Fort Jackson Officers' Club and receive – FREE – an attractive, functional duffle bag embroidered with the Officers' Club logo! Membership is open to active duty and retired officers (all services), active and retired National Guard and Reservists (all services), Federal Employees, and Department of Defense Civilians GS-07 & above and equivalent. Benefits include monthly birthday salute with free meal to the birthday celebrant, reduced prices on lunch and other specialty meals, competitive prices on catered functions, membership to Legion Swimming Pool, and so much more. Call the Officers' Club at (803) 782-8761.

Weston Lake

Just because summer is winding down, don't think there isn't something wonderful to enjoy at Weston Lake. Cabins, paddle boats, jet skis, speed boats, fishing access, picnic shelters... Weston Lake is perfect for you alone, and for any size gathering of family and friends. Where else can you rent a comfortable, quality cabin for only \$33 per night (one bedroom, 2 person capacity)? Larger cabins available, too, at competitive prices. Isn't it time for a family reunion? Call the lake staff at (803) 751-5253 and let's get started planning!

Victory Bingo

Play Victory Bingo four nights per week, Sundays 12:30-4:30 pm, Tuesdays and Thursdays 6:30-10:30 pm, and Fridays 3:00 pm-midnight. You could win up to

Fort Jackson Community Fair

Tuesday, 16 September 2003
1100-1730

Featuring the theme:
"Victory Starts Here"

Everyone is invited! Visit all the booths for valuable information, promotional give-aways, and more. This year's event will not include a Town Hall meeting.

\$10,000...now that's worth playing the odds! First time player? Don't worry about a thing. The friendly staff is more than happy to show you the ropes and show you how to increase your chances of winning and having the time of your life. Call (803) 751-3411 for more information.

Quick Shot Bingo

If you love Bingo but don't like the structured style of the game, why not try quick shot bingo at Magraders, Century Lanes Bowling Center or the Victory Bingo Hall? You could win up to \$1,000 in one quick shot.

Victory Travel

Victory Travel makes your vacation dreams come true! The staff at Victory Travel can book airline tickets, Amtrak Train tickets, car rentals, hotels, cruises and other vacations at prices you can't beat anywhere. Call Victory Travel for discount tickets to Disney, Busch Gardens, Sea World, Carowinds, and Six Flags; they also offer reservations for dinner shows in Orlando, FL, Myrtle Beach, SC, and Gatlinburg, TN to name a few exciting destinations. Call (803) 751-5812 or visit Victory Travel (located inside the Community Activities Center) for details.

Century Lanes Bowling Center

Fall and winter leagues are forming now. Century Lanes features youth, mixed doubles, men's and women's leagues so you're sure to find a perfect place to play. There's also Blacklight Bowling on Saturdays, Super Sunday Specials featuring 3 games at regular price and the fourth game is free, as well as party packages for all ages. How about setting up a party for your church or school? Call (803) 751-6138 today.

A Reminder From LEA

LEA reminds everyone that your vehicle decal expires on your birth month for the year indicated on the sticker attached to your windshield. For example, if there is an 04 on the decal and your birthday is July 15, 2004, then you need to re-register prior to July 15, 2004.